Claims

We claim:

1. A computer implemented method for automated processing of loans comprising the acts of:

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- receiving a request to process a loan;
- generating a plurality of tasks, the tasks comprising actions required to process the loan;
- distributing the plurality of tasks to one or more persons capable of performing one or more of the tasks; and

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- accepting transactions from the one or more persons wherein the transactions are by voice input.

2. The computer implemented method for automated processing of loans of claim 1 comprising the additional act of monitoring completion of the plurality

15 of tasks whereby a report of completion of all required tasks can be generated.

3. The computer implemented method for automated processing of loans of claim 1 comprising the additional act of authenticating a person submitting the request to process a loan.

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4. The computer implemented method for automated processing of loans of claim 1 wherein voice input transactions by the one or more persons include input data and loan status query data.

25 5. The computer implemented method for automated processing of loans of claim 4 wherein the input data and loan status query data are translated by speech recognition mechanisms into digital form.

6. The computer implemented method for automated processing of loans

30 of claim 5 wherein a response to a loan status query data is translated from digital form into a form which produces a corresponding voice signal.

7. The computer implemented method for automated processing of loans of claim 1 wherein the loan is a mortgage loan.

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8. The computer implemented method for automated processing of loans of claim 1 wherein the plurality of tasks required to process the loan includes tasks which are based upon loan related laws and regulations comprising Federal, State, local and professional regulations and requirements and implementing instructions relating to loan processing.

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9. The computer implemented method for automated processing of loans of claim 1 comprising additional step of creating a complete transaction and payment report.

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10. An apparatus for automated processing of loans comprising:

- a computer system having communications devices for receiving a request to process a loan;

- the computer system having logic mechanisms programmed to generate a plurality of tasks, the tasks comprising actions required to process the loan,

20 including tasks required by applicable federal or state law;

- the computer system having additional logic mechanisms programmed to electronically distribute the plurality of tasks to one or more persons capable of performing one or more of the tasks; and

- a voice portal device electronically coupled to the computer system whereby

25 voice messages from users are received, translated into digital form and passed to the computer system logic mechanisms for further processing.

11. The apparatus of claim 10 further comprising electronic logic devices programmed to monitor completion of the plurality of tasks and to generate a

30 report of completion of all required tasks.

12. The apparatus of claim 10 further comprising logic mechanisms programmed to authenticate a person submitting the request to process a loan.

13. The apparatus of claim 10 wherein the voice messages from users include input data and loan status query data.

14. The apparatus of claim 13 wherein the input data and loan status query data are translated by speech recognition mechanisms into digital form.

15. The apparatus of claim 14 wherein a response to a loan status query data is translated from digital form into a form which produces a corresponding voice signal.

16. The apparatus of claim 10 wherein the loan is a mortgage loan.

17. The apparatus of claim 10 wherein the plurality of tasks required to process the loan are based upon loan related laws and regulations comprising Federal, State, local and professional regulations and requirements and implementing instructions relating to loan processing.

18. The apparatus of claim 10 further comprising logic devices programmed to create a complete transaction and payment report.

19. An apparatus for automated processing of loans comprising:

- means for receiving a request to process a loan;
- means, coupled to the means for receiving a request to process a loan, for generating a plurality of tasks, the tasks comprising actions required to process the loan, including tasks required by applicable federal or state law;
- means, coupled to the means for generating a plurality of tasks required to process the loan, for electronically distributing the plurality of tasks to one or more persons capable of performing one or more of the tasks; and

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- speech recognition means coupled to the apparatus, for translating voice messages into digital form for processing by the apparatus.

20. In a network having a user node including a voice capable input/output device, coupled to said network, said user node providing verbal requests for information and providing verbal loan application related commands on said network, a network node comprising:

- a loan processing server node responsive to a request from said user node to process a loan, whereby said loan processing server node provides a first mechanism for generating a plurality of tasks required to process the loan, the tasks comprising actions required to process the loan, including tasks required by applicable federal or state law;

- provides a second mechanism coupled to the first mechanism, for distributing the plurality of tasks to one or more persons capable of performing one or more of the tasks; and

- a voice recognition mechanism coupled to the first mechanism for converting voice inputs into a digital form suitable for processing by the first mechanism.

21. The loan processing server node of claim 20 wherein the loan processing server node provides a third mechanism to electronically monitor completion of the plurality of tasks whereby a certificate of completion of all required tasks can be generated.

22. The loan processing server node of claim 20 wherein the loan is a mortgage loan.

23. The loan processing server node of claim 21 wherein the voice recognition mechanism is coupled to the third mechanism for responding to verbal loan status requests by converting loan status data into a voice format suitable for the voice capable input/output device.

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24. The loan processing server node of claim 20 wherein the server node also provides a mechanism for electronically communicating the plurality of tasks to a custom workflow management process, wherein each task is assigned to an actionee and wherein the completion of each task is tracked in order to create a complete transaction and payment report.

25. A computer program product stored on a computed useable medium, comprising;

- a first computer readable program mechanism for receiving a verbal request to process a loan;

- a second computer readable program mechanism for activating a voice recognition mechanism to translate the verbal request into a digital form;

- a third computer readable program mechanism for generating a plurality of tasks, the plurality of tasks comprising actions required to process the loan, including tasks required by applicable federal or state law; and

- a fourth computer readable code mechanism for distributing the plurality of tasks to one or more persons capable of performing one or more of the tasks.

26. The computer program product of claim 25 comprising a fifth computer readable code mechanism for monitoring completion of the plurality of tasks whereby a report of completion of all required tasks can be generated.

27. The computer program product of claim 25 wherein the loan is a mortgage loan.

28. The computer program product of claim 25 wherein the verbal request is a loan status query.

29. The computer program product of claim 28 wherein a response to the loan status query is translated from digital form into a form which produces a corresponding voice signal.

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